



OPERATIONS SERVICES DEPARTMENT

**REQUEST FOR QUALIFICATIONS
#OSD 2022-601**

**DEVELOPMENT OF AN OPERATIONS AND
MAINTENANCE PROGRAM FOR THE SANITARY
SEWER SYSTEM**

SOQs

Due Date:

Tuesday, February 8, 2022

by 2:00 pm

**STATEMENT OF QUALIFICATIONS MAY BE DISQUALIFIED IF PACKAGE DOES
NOT INCLUDE ALL REQUESTED DOCUMENTS AND DOES NOT ADHERE TO ALL
OF THE GUIDELINES IN THIS DOCUMENT**

APPROVED

A handwritten signature in black ink that reads "K. P. Yurchak".

Kathleen Yurchak
Director of Operations and Water Utilities

I. INTRODUCTION

The City of Pleasanton (City) is seeking a consultant to develop a formal operations and maintenance program (O&M Program) to support the City's sanitary sewer system. The consultant shall establish the framework and procedures for the O&M Program including but not be limited to elements such as pipe cleaning and condition assessment; pump station maintenance; fats, oils, and grease (FOG) control; and emergency response. The consultant shall also develop supporting elements such as standard operating procedures (SOPs) and a training program. The O&M Program shall be documented so that it can easily be incorporated by the City into its next Sanitary Sewer Management Plan (SSMP) Update anticipated to occur in 2023.

This Request for Qualifications (RFQ) describes the City's objectives and anticipated services, submittal requirements for the consultant's Statement of Qualifications (SOQ), and the consultant selection process.

This RFQ has been posted on the City of Pleasanton's website at the following location: <http://www.cityofpleasantonca.gov/business/bids.asp>. It shall be the Consultant's responsibility to check the City of Pleasanton's website to obtain any addenda that may be issued.

II. BACKGROUND AND OBJECTIVES

The City owns and operates a sewer collection system consisting of more than 250 miles of 4-inch through 42-inch sewer piping, 8 siphon locations, and 11 pump stations. The average daily flow is 6.5 million gallons per day. Collected wastewater is treated by the Dublin San Ramon Services District's (DSRSD) wastewater treatment plant, except for the Ruby Hill neighborhood, which is treated by the City of Livermore's wastewater treatment plant. Both treatment plants dispose of the treated wastewater not used for recycled water via the Livermore-Amador Valley Water Management Agency (LAVWMA).

The City is an enrolled agency under the State Water Resources Control Board (SWRCB) Order No. 2006-00003-DWG (Statewide General WDR for Sanitary Sewer Systems) and Order No. WQ 2013-0058-EXEC (Monitoring and Reporting Program), herein referred to as WDR. As a requirement of the WDR, the City must maintain a SSMP which requires updating a maximum of every 5 years. Additionally, the City must perform internal audits of the SSMP every 2 years to assess the current state of the sewer program and compliance with WDR provisions. The City's last audit covered the period of FY18/19 and 19/20 and found that although system overflows were few and of small volume, the City lacked a formal O&M Program and recommended one be established to more fully comply with the WDR. The audit also found that the City's SSMP no longer provides an accurate representation of the City's sewer program, and a complete revision is recommended.

The SWRCB is currently in the process of issuing a new WDR with an estimated effective date of mid-2022. It is anticipated the compliance period for the new WDR is by the time of an agency's next SSMP update, which for the City is August 2023. It is the City's desire that sewer program improvements are not only implemented to more fully comply with the current WDR, but also better position the City to address future WDR requirements when they become effective.

In December of 2021, the City developed a work plan to address the findings and recommendations of the audit discussed above. The work plan is broken into elements of operations and maintenance, capital improvements, resources, financing, and management. The City intends to address these elements on separate, but coordinated paths as described in the work plan. Services described in this RFQ primarily fall under the operations and maintenance element of the work plan.

III. CONSULTANT SERVICES

This section provides a summary of services envisioned by the City at the outset for successful completion of the objectives described in Section II. The consultant is encouraged to expand, contract, and/or modify these services as they recommend as part of their project approach.

The consultant shall develop a formal Operations and Maintenance (O&M) Program to support the City's sanitary sewer system. Elements of the O&M Program should include, but are not limited to the following:

A. Goals/Metrics:

Assist the City in developing goals that are specific to the O&M Program and corresponding metrics to continuously evaluate performance.

B. Pipe Cleaning:

Develop the framework and workflow for a conditions based preventive maintenance cleaning program for gravity piping, manholes, siphons, and force mains. The program should establish the procedures for performing cleanings including scheduling, frequencies, and methods.

C. Pipe Condition Assessment:

Develop the framework and workflow for a condition assessment program for gravity piping, manholes, siphons, and force mains that is coordinated with pipe cleaning and includes CCTV inspection and a rating system such as the Pipeline Assessment Certification Program (PACP) and Manhole Assessment and Certification Program (MACP) by NASSCO. The condition assessment program would be utilized as the basis for cleaning frequencies, prioritizing piping renewal and replacement needs, and complying with future WDR exfiltration requirements.

- D. Bad Spot List:
Develop procedures and criteria for adding, addressing, and removing pipelines to/from the bad spot list. Based on the developed procedures and criteria, assist the City in evaluating and updating its current bad spot list.
- E. FOG Control:
Perform an evaluation to determine if FOG is a problem for the City's sewer system that warrants implementation of a formal FOG control program. The evaluation should include review of the bad spot list, previous overflows, and City's food service establishment (FSE) list along with interviews with utilities staff. Assuming a program is required, evaluate the existing program, and make recommendations on how to strengthen including recommendations on resources and funding (i.e., permitting fees).
- F. Pump Station Maintenance:
Evaluate the City's pump station maintenance procedures including its maintenance checklists. Make recommended improvements including maintenance activity types and frequencies. Note that the City does not currently implement a preventive maintenance or condition assessment program for its pump stations at an asset level that is driven by a computerized maintenance management system (CMMS). Implementation of such a program is beyond the scope of this RFQ and will be considered by the City after performance of the Operations Services Department's (OSD) current CMMS project.
- G. Emergency Response:
Prepare a complete revision to the City's Overflow Emergency Response Plan (OERP) to make it fully compliant with WDR. The City desires the OERP to be separated into 3 parts: 1) a document that describes the policies and procedures of the plan; 2) a workbook that is carried in response vehicles, used for individual overflow events, and contains all flow charts, checklists, and forms to assist in proper response and documentation; 3) a compliant Water Quality Monitoring Plan (WQMP) based upon the RWQCB Basin Plan.
- As part of this RFQ, the City would also like to develop emergency response plans for each of its pump stations and respective force mains.
- H. Standard Operating Procedures:
Develop a formal program and manual that includes a list of recommended sewer system SOPs, a standard SOP template, and procedures for reviewing, modifying, adding, and deleting SOPs. Efforts should include reviewing City's current SOPs for incorporation into the formal program and eliminating any that are determined to be ineffective, unused, or no longer needed. Efforts shall also include prioritizing the SOPs for development into high or low priority categories. The City anticipates including an allowance for the consultant to develop high priority SOPs as part of this contract.

I. Training

Develop a comprehensive training program for sewer employees that includes a matrix of training requirements (i.e., regulatory, SSMP, SOPs, emergency response and documentation, etc.); methods (i.e., tailgates, field exercises, core competency evaluations, etc.); and frequencies by position classification. The program will need to be integrated with OSD's overall training program led by the City's Training and Emergency Services Manager. The City anticipates including an allowance for the consultant to develop training materials for those considered high priority.

Coordination with Other City Efforts

The Operations and Maintenance Program shall be documented so that it can easily be incorporated in the City's future efforts to revise the SSMP in 2023.

The City's OSD is currently performing a CMMS project that is evaluating workflow at a department level for its numerous public works related tasks and whether to upgrade its existing software (MaintStar) or switch to a new software. Since efforts outlined in this RFQ will include modifying or establishing new workflows for sewer related tasks, coordination with the CMMS project is anticipated.

Finally, due to a lack of cleaning and condition assessment in recent years, the City has a goal of prioritizing these tasks across its entire system over approximately the next 3 years. The City anticipates hiring contract services (separate from this RFQ) to assist City staff with these activities based on the program developed under this RFQ.

IV. CONSULTANT PROCUREMENT SCHEDULE

The consultant procurement schedule is tentatively scheduled as follows:

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|-----------------------------------|-------------------|
| • Advertise RFQ | January 10, 2022 |
| • SOQ Submittal Deadline | February 8, 2022 |
| • Short-List Notifications | February 14, 2022 |
| • Interviews (week of) | March 7, 2022 |
| • Consultant Selection | March 14, 2022 |
| • Contract Negotiation Completion | April 4, 2022 |
| • City Council Contract Approval | May 3, 2022 |

V. SOQ REQUIREMENTS

A. Format

The SOQ shall be limited to 20 single-sided pages (8 1/2 inches X 11 inches) and inclusive of all items (i.e., covers, dividers, graphics, etc.), but excluding the Appendix. Type size and margins for text pages should be in accordance with accepted standard formats for desktop publishing and processing and should result in no more than 500 words per page.

The SOQ shall include the following in the order listed:

1. Cover Letter
The cover letter shall include the following information:
 - a. Legal name and address of company
 - b. Legal form of company
 - c. Signed by an individual or individuals authorized to execute legal documents on behalf of the consultant.
 - d. Contain a declaration to the effect that the SOQ, including project team, will remain in effect for a minimum of 90 days after the SOQ submittal deadline.
 - e. Name, title, email and phone number for the person to contact concerning the submittal.

2. Project Approach
The consultant shall provide a project approach that is in general accordance with the objectives and services described in Section II and III of this RFQ. The project approach should highlight key items for success of the project and include a recommended scope of services and estimated schedule.

3. Project Team
The consultant shall provide a team organization chart that indicates team structure and all personnel including sub-consultants that will be retained. The consultant shall highlight key personnel including their project roles, qualifications, classification that corresponds to fee schedule, and percent availability. Resumes for personnel can be provided in the Appendix.

4. Reference Projects
The consultant shall provide a minimum of 3 references for successful projects of a similar nature completed in the last ten years. Include the client's name, project name, brief description of project, contract value, and current contact information (name, title, and phone number). If contact information is not valid, the reference will be excluded from the SOQ. Projects currently being performed may be submitted as a reference. This section shall also indicate which key personnel listed in item 3 that worked on the referenced project.

5. Professional Services Agreement
The City's standard Professional Services Agreement can be found at the link included in Section X. The consultant shall include a statement indicating that they have reviewed the agreement and will enter into such agreement if selected. If the consultant takes any exceptions to the agreement, they shall indicate these exceptions in this section.

6. Fee Schedule
The SOQ shall include a fee schedule. The fee schedule shall list hourly rates for each personnel classification, direct expense rates, and markups.
7. Conflict of Interest and Litigation Statements
The proposing Consultant shall disclose any financial, business or other relationship with the City that may have an impact upon the outcome of the contract. The Consultant shall also list current clients who may have a financial interest in the outcome of this contract. The proposing Consultant shall disclose any financial interest or relationship with any construction company that might submit bids on City projects. See the Professional Services Agreement for additional information.

Indicate if the proposing Consultant was involved with any litigation in connection with prior projects. If yes, briefly describe the nature of the litigation and the result.

8. Appendix
The following information shall be included in the Appendix as supporting information:
 - a. Resumes of key personnel.

B. Submittal

1. SOQs shall be submitted in Portable Document Format (PDF) to the email addresses listed in this section. The combined PDF file size should not be greater than 10 MB for email transmission. SOQs submitted by mail or by facsimile are not acceptable and will not be considered.
2. SOQs must be received no later than **2:00 p.m., on Tuesday, February 8, 2022.**

Submit to the following email addresses:

pleasantoncityclerk@cityofpleasantonca.gov

Email subject line:

Sewer System O&M Program SOQ – Consultant “X”

3. SOQs and/or modifications to SOQs received after the hour and date specified above will not be considered.
4. Once submitted, SOQs shall not be changed without prior written consent.
5. All SOQs shall be submitted according to the specifications set forth in the RFQ. Failure to adhere to these specifications may be cause for rejection.

VI. PRE-SUBMITTAL ACTIVITIES

- A. All requests for clarification for this RFQ must be made in writing by email at least 96 hours prior to the due date. The City cannot respond to verbal questions submitted by telephone or in person.

Email address: tyamello@cityofpleasantonca.gov

- B. The City reserves the right to revise the RFQ prior to the indicated due date. City may consider extending the due date for submittal of SOQs due to significant revisions.

VII. CONSULTANT SELECTION PROCESS

- A. A Consultant Selection Committee (Committee) will be established for this project. The Committee may be composed of City staff that have expertise or experience in the services described herein.
- B. The Committee will select a short-list of 2 to 3 firms qualified for this Project to participate in an oral interview based on review of SOQs. The evaluation of the SOQs shall be within the sole judgment and discretion of the Committee. Interviews will be held via a video conference.
- C. Based on review of SOQs and oral interviews, the Committee will rank the short-listed consultants. The top-ranked firm will be the Selected Firm.
- D. The City reserves the right to make the final consultant ranking and determine the Selected Firm based solely upon evaluation of SOQs and without short-listing firms or conducting oral interviews, should it find it to be in its interest to do so.
- E. The City will enter into contract negotiations with the Selected Firm. The negotiations will develop the final scope of work, contract schedule, and design services fee. If the City is unable to reach an acceptable agreement with the Selected Firm, the negotiations will be terminated and negotiations with the next ranked firm will be initiated.
- F. After negotiating a proposed agreement that is fair and reasonable, the Director of Operation Services will recommend to the City Manager the approval of the agreement. Final authority to approve the agreement rests with the City Manager and requires authorization by the City Council.

VIII. EVALUATION CRITERIA

Consultants will be evaluated on the following criteria:

SOQ

- | | | |
|----|---|-----------|
| A. | Project Approach: | 25 points |
| 1. | Understanding of the O&M Program objectives and relation to the City’s overall work plan for improvement to management of the sewer system. | |
| 2. | Understanding of project challenges and demonstration of proven solutions. | |
| 3. | Quality and clarity of recommended scope of services and implementation schedule. | |
| B. | Project Team: | 20 points |
| 1. | Overall team composition. | |
| 2. | Qualifications and level of involvement of key personnel. | |
| C. | Experience: | 20 points |
| 1. | Relevant projects completed. | |
| 2. | Knowledge of establishing and managing formal O&M programs for public sewer systems. | |
| 3. | Technical understanding of O&M practices for public sewer systems. | |
| 4. | Knowledge of current and anticipated WDR | |
| 5. | Local area experience. | |
| C. | Financial | 10 points |
| 1. | Reasonableness of fee schedule rates. | |

SOQ Subtotal = 75 Points

Interview

- | | | |
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| D. | Presentation Quality | 10 points |
| E. | Response to Panel Questions | 15 points |

Interview Subtotal = 25 Points

Total = 100 Points

IX. SPECIAL CONDITIONS

- A. Reservations
This RFQ does not commit the City to award a contract, to pay any costs incurred in the preparation of a SOQ pursuant to this RFQ, or to procure or contract for work. The City reserves the right to accept or reject any or all SOQs as received as a result of this request, to negotiate with any qualified Consultant, or to modify

or cancel in part or in its entirety the RFQ if it is in the best interest of the City to do so.

- B. RFQ as a Public Record
All statements submitted in response to this RFQ become the property of the City and thus become public records and, as such, may be subject to public review.
- C. Right to Cancel
The City reserves the right to cancel or change, for any or no reason, in part or in its entirety, this RFQ, including but not limited to selection schedule, submittal date, and submittal requirements.
- D. Additional Information
The City reserves the right to request additional information and/or clarification from any or all respondents to this RFQ.
- E. Public Information
Consultants who wish to release information regarding the consultant selection process, contract award, or data provided by the City at any Public Hearing, must receive prior written approval from the City before disclosing such information to the public.
- F. Contract for Professional Services
The selected consultants will be required to sign the Standard Design Professional Services Agreement and all other required certifications and documentation within 15 calendar days of contract negotiations finalization.
- G. Conflict of Interest
The City has established a policy concerning potential conflict of interest in program management, design and construction. This policy applies to all proposers and their proposed consultants/sub-consultants. See Standard Professional Services Agreement for additional information.
- H. Insurance and Business License Requirements
The City requires consultants doing business with it to obtain insurance and a City business license, as described in the Standard Professional Services Agreement. The required insurance certificates must comply with all requirements of the standards as described in the contract and must be provided (original copy) within 15 calendar days of contract negotiations finalization and prior to the commencement of any work on the project.

X. REFERENCE INFORMATION

The following reference information is available at the links listed below:

- A. Sewer Program Work Plan: [Work Plan](#)

B. FY1819-1920 SSMP Audit:

- Audit Report: [Report](#)
- Reference Information on Sewer System Program: [Reference](#)
- 2019 SSMP: [SSMP](#)

C. City Standard Professional Services Agreement: [Agreement](#)

Thank you for your interest in contracting opportunities with the City of Pleasanton.

Sincerely,



Todd Yamello
Utilities Planning Manager